

Position	Injury Management Business Partner- Claims
Classification	ASO6
Division	Workforce
Department / Section / Unit / Ward	Work Health Safety/ Injury Management Service
Role reports to	Operationally: > Injury Management Team Leader Professionally: > Manager WHSIM Services
CHRIS 21 Position Number P52560	Role Created / SALHN 2023-24-0024, 0025, 0026 29/08/2023
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Injury Management Business Partner - Claims directly reports to the Injury Management Team Leader for the provision of a prompt, comprehensive, effective, and efficient claims management functions in accordance with the applicable legislation and regulations, SA Health Policy, and relevant public sector award entitlements.

The Injury Management Business Partner – Claims is responsible for:

- > Developing and implementing claims management processes which support the strategic objectives of SA Health which meet or surpass our legislative requirements under the Return-to-Work Act (SA) 2014.
- > Providing advice and guidance on the management of workforce injury claims to stakeholders to ensure a coordinated, consistent, and equitable approach.
- > Develop strategies to achieve the best possible and cost-effective resolution of acute, medium and high risk / complex claims.
- > Prepare Briefings and Ministerial correspondence in response to workers compensation matters on behalf of the SALHN Chief Executive Officer.
- > Represent SALHN on workers compensation matters with respect to negotiation and representation at the South Australian Employment Tribunal.
- > Reviewing and monitoring reports to ensure opportunities for improvement are identified and actioned with a focus of continuous improvement and best practice.

Direct Reports: (List positions reporting directly to this position)

- > None

Key Relationships / Interactions:

Internal:

- > Accountable to WHSIM Manager.
- > Directly Reports to the Injury Management Team Leader.
- > Works in direct partnership with Injury Management Business Partners – Rehab
- > Partners with:
 - > Human Resources Business Partners
 - > Industrial Relations Managers
 - > Executives, Divisional Management, and Heads of Units
 - > Work Health Safety Senior Business Partners
 - > Workforce personnel including Workfit Services
- > Injury Management Claims Administrative team
- > SA Health Workforce Services Principal Consultant
- > Injured workers and employees

External:

- > Employee representatives
- > Legal providers
- > Crown Solicitors Office
- > SA Employment Tribunal
- > Medical Providers, Allied Health, and other treating or support service providers
- > Industrial Bodies
- > Return to Work SA, SafeWork SA and other government & non-government stakeholders

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Effectively and efficiently lead claimant file management processes to minimise the financial and human impact of work-related injury across SALHN.
- > Understanding the requirements of this position in meeting SA Health and SALHN objectives and broader health outcomes.
- > Ensuring SALHN meets relevant legislative requirements, Audit Verification System (AVS) requirements, accreditation standards and other government directive in relation to claims management, whilst striving for best practice.
- > Representing SALHN at the SA Employment Tribunal.
- > Ability to sustain heightened workloads whilst achieving positive outcomes for workers and the organisation.
- > Promoting the importance of equitable, effective claims management as integral to the IM Service Model for SA Health.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

The occupant of this position is authorised to approve the expenditure of monies within approved operating budgets and financial delegations.

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety Act) 2017 (SA)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Mental Health Act 2009 (SA)* and Regulations.

Handling of Official Information

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours work will be required.
- > Intra-state and Interstate travel may be required.
- > Must have a current, valid and unrestricted driver's license.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and the Be Healthy, Be Safe, Be Well Plan.
SA Health Strategic Priorities	<p>Develop Injury Management programs, leading their implementation and evaluation across SALHN as directed.</p>
Claim Management Services	<ul style="list-style-type: none"> > Provides highly effective and sustainable claims management consultation services to injured employees and their management within a complex medical/legal, industrial, and public sector environment, ensuring claim management objectives are met and delivered to the required standard, within required timeframes. > Work proactively to resolve claims and compensation matters supporting sustainment of positive safety culture, leading the grievance and dispute resolution process. > Determine barriers for effective claims management, developing strategies to rectify through consultation with the Injury Management business partner group. > Represent SALHN through the South Australian Employment Tribunal, negotiating appropriate resolution associated with workers compensation disputes within financial delegations. > Support Workforce Services team with provision of expert advice associated with the management of non-Work-related injury claims and provision of suitable duties. > Responsible for the determination and application of entitlements associated with Permanent Impairment Assessments and additional compensation claims.
Injury Management Functions	<p>Based on direction from the Injury Management Team Leader:</p> <ul style="list-style-type: none"> > Development of high-quality reports and correspondence to assist in management of the claims management processes. > Support Return to Work functions and processes when requested > Contribute to the development, implementation and maintenance of government and departmental injury management policies, procedures and improvement initiatives that lead to optimum return to work outcomes for injured employees and the department. > Provides expert advice, consultation, and assistance to departmental personnel associated with Injury Management legislation, processes and principles through formal and informal advice and training. > Lead preparation of Divisional Workers Compensation reviews, including claimant RTW goals, and progression against the SA Health Injury Management practice manual requirements. > Collaborate with Injury Management Business Partners – Rehabilitation regarding the effective management of work-injured employees in accordance with SA Health policies and procedures.
Business Partnerships	<ul style="list-style-type: none"> > Lead discussions regarding workers compensation activities, establishing positive relationships with injured employees, treating practitioners, line managers, union representatives, human resource personnel, and Senior Management

	<p>Work proactively to resolve Return to Work barriers and contribute to the sustainment of SALHN's positive Safety Culture, through responsible participation in grievance and dispute resolution.</p>
Mentorship functions	<ul style="list-style-type: none"> > Encourage and foster a positive culture and safe work environment. > Provide coaching relating to claim management functions to all Injury Management and Administration personnel across SA health and within SALHN through the provision of professional advice, and mentorship as required.
Monitoring, Review, Report and Continuous Improvement	<p>Engage in external audits, internal reviews and conduct regular analysis and refinement of work policies and practices to support the attainment of continuous improvement objectives at an individual and team level.</p> <ul style="list-style-type: none"> > Review and monitor reports to ensure opportunities for improvement are identified and actioned with a focus of continuous improvement and best practice. > Implement agreed recommendations to ensure continuous improvement of IM System performance across the LHN.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries. > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Participating in professional development training to maintain / develop skills / knowledge / expertise. > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Relevant tertiary qualification and/ or equivalent knowledge of Personal Injury or Work Injury management, workers compensation legislation or demonstrated significant experience in the application of claims management principles.

Personal Abilities/Aptitudes/Skills

Demonstrated capabilities and experience associated with:

- > Significant experience and competency in the coordination and management of medium/high risk claims, including serious injury and additional compensation.
- > Highly effective verbal and written communication and interpersonal skills to obtain the confidence of clients, advocates, line managers, treatment professionals, interacting with solicitors to resolve issues and negotiate constructive outcomes.
- > Demonstrated ability to work within a small team through corporation, supporting balance workloads to assist with achievement of team deadlines in a timely manner.
- > Demonstrated knowledge and experience of claim management determination processes.
- > Demonstrated proficiency in managing a significant caseload under broad direction and ability to deal appropriately with confidential, sensitive, and complex employment matters.
- > Demonstrated ability to negotiate in a clear, concise and effective manner with people at all levels, liaising effectively with employees, senior management, health professionals, solicitors and a range of key stakeholders and staff
- > Ability to demonstrate innovative thought, exercise initiative, formulates suitable management strategies and makes decisions.
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Demonstrated knowledge of the Return-to-Work Act, 2014 legislation, its application, interpretation, and philosophical base.
- > Demonstrated experience of SA Employment Tribunal processes.
- > Demonstrated knowledge and experience in conflict management and de-escalation processes

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > Demonstrated abilities fostering positive safety culture within a large organisation.
- > Proven experience in basic computing skills, including email and Microsoft Office platforms

Experience

- > Facilitation of Injury Management functions within Workers Compensation Self Insured setting.
- > Experience in the provision of expert technical advice, demonstrated knowledge of the Fair Work Act, contemporary Industrial Relations practices, and specific Public Sector Policies in relation to employment.
- > Prior use of the South Australia Self Insurance Management System (SIMS)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Awareness of the Work Health Safety Act 2012 (SA) and application within a large complex organisation.

Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

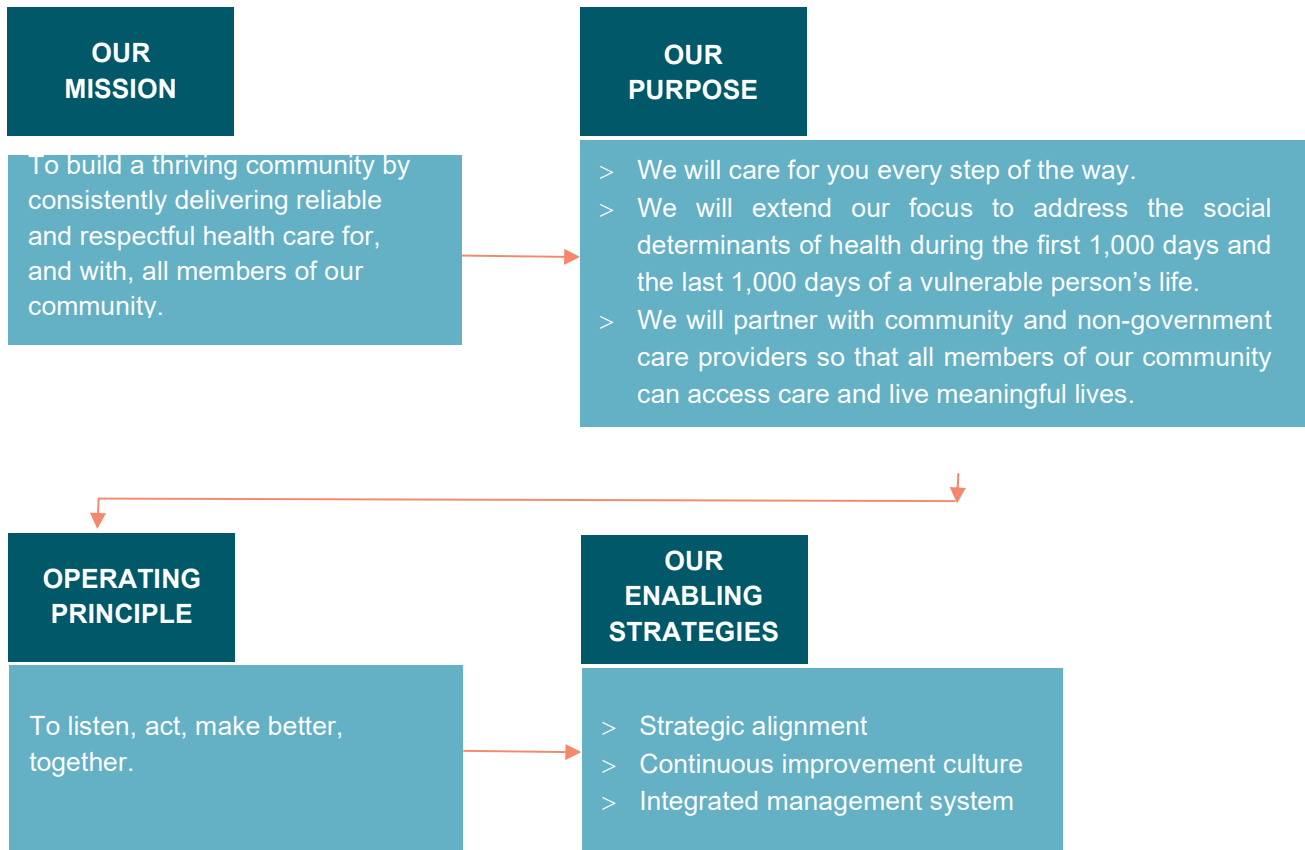
Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Injury Management Business Partner- Claims in the Work Health safety/ Injury Management Service and organisational context and the values of SA Health as described within this document.

Name

Signature

Date